



WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT

Division of Economic Support
Bureau of Welfare Initiatives

**TO: Economic Support Supervisors
Economic Support Lead Workers
Training Staff
FSET Administrative and Provider Agencies
Child Care Coordinators
W-2 Agencies**

BWI OPERATIONS MEMO

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Non W-2 [x] W-2 [x] CC []

PRIORITY: High

**FROM: Stephen M. Dow
Program Implementation Team
Policy Analysis and Program Implementation Section**

SUBJECT: NON-AUTOMATED PRE-ELIGIBLE REFERRALS TO CHILD SUPPORT

EFFECTIVE DATE: Immediately

PURPOSE

This memo informs you of the new policy for issuing non-automated pre-eligible Wisconsin Works (W-2) referrals to child support.

Child Care, Food Stamps and Medicaid eligibility **will not** be affected by this change.

BACKGROUND

The pre-eligible W-2 automated referral process from CARES to KIDS has been discontinued effective January 16, 1999 and a paper referral will be necessary during the pre-eligible period. With this change, the automated W-2 referral will be triggered with the CARES/KIDS interface once eligibility for W-2 is confirmed.

The automated pre-eligible W-2 referrals to child support agencies have caused some problems for child support agencies and for W-2 program participants. Pre-eligible information gathered on the absent parent is sometimes not complete at the time of pre-eligibility client registration. Therefore, the system can not match the information to an existing case, resulting in duplicate cases in the KIDS system. These pre-eligible referrals can also cause incorrect assignment of support for the child support waiver control group individuals. In these situations, collections must then be manually redirected so the individual receives the full child support. Child support agencies are also receiving referrals through the IV-A interface involving custodial parents who have no intention of cooperating with child support and who do not want child support services. Multiple contacts must then be made with custodial parents to document non-cooperation and close those cases.

NEW POLICY

To eliminate the problems associated with automated pre-W-2 referrals, a paper referral will be made during the pre-eligible period. To make a referral to the child support agency, W-2 agencies will provide pre-eligible W-2 applicants with a coupon that waives the child support application fee. Applicants must then present this coupon to the child support agency and complete an application for IV-D services.

NEW PROCESS

To waive the \$10 application fee, the child support worker must verify that the person applying for child support services did start the W-2 eligibility process and that the W-2 agency recommended child support as a potential resource. This will be done with a simple, dated coupon given to the individual by the W-2 worker (see attached).

The CARES W-2 eligibility worker will:

1. **Date** a half page coupon.
2. **Check** an indicator if the individual will become a member of the Control group for the Waiver Demonstration if found eligible for W-2.
3. **Have** the individual requesting W-2 services **sign** the coupon

Give the coupon to the individual to present to the child support agency. The coupon is good for 30 days from the date W-2 services are requested.

At the child support agency, the worker verifies that the person applying for child support is the same person who signed the coupon. The pre-eligibility coupon indicates whether an applicant is in the Control group and subject to receiving the partial pass-through of child support if the applicant accepts a W-2 paid placement. If not in a paid placement, the individual will continue to receive full child support, even if in the Control group.

If a case has not already been opened, the child support worker will enter the new pre-eligible W-2 case as a IV-D non-aid case and waive the application fee. The case type will automatically change when W-2 eligibility is confirmed. If more than seven days has passed since the date on the coupon, W-2 eligibility may have been confirmed. If so, the case will come across the interface as an automated referral.

APPOINTMENT REMINDER

On the back of the coupon, data fields are provided to write or stamp the local child support agency address and phone number. This should be filled in on the camera-ready copy of the coupon by the W-2 agency before a supply is printed. There is also space provided for the individual to write down an appointment time with the child support agency, if applicable.

COUPON AND REMINDER FORM

Facsimiles of the coupon and reminder are parts of this memo. Attached are full scale versions of this form. DES will not provide the form; its intent is that the local W-2 agency add the address and phone number of the county's child support agency to this form and print copies sufficient for its needs.

If the full-scale version of this form comes to you in a condition that does not allow you a "camera copy" to work with, please contact Shari Busse at 608-267-3316 for assistance.

CHILD SUPPORT DEMONSTRATION REMINDER

Both the W-2 agency and the child support agency play important roles in ensuring the success of Wisconsin's Child Support Waiver Demonstration, under which most families participating in W-2 receive all of the child support paid on their behalf. Both agency workers should discuss the child support pass-through with clients applying for or participating in W-2.



Appointment Date: _____ Time: _____

Child Support Agency address:

Phone:

Your child support agency can:

- * help find the other parent,*
- * establish legal fatherhood, and*
- * get and enforce a child support order.*

An equal opportunity service provider



Appointment Date: _____ Time: _____

Child Support Agency address:

Phone:

Your child support agency can:

- * help find the other parent,*
- * establish legal fatherhood, and*
- * get and enforce a child support order.*

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